

Title (en)

Apparatus and methods enhancing call routing to and within call-centers

Title (de)

Vorrichtung und Verfahren zur Verbesserung der Ruflenkung zu und innerhalb von Anrufzentralen

Title (fr)

Dispositif et procédés permettant d'améliorer l'acheminement des appels en direction et à l'intérieur des centres d'appels

Publication

EP 1377001 B1 20060215 (EN)

Application

EP 03077712 A 19980909

Priority

- EP 98948164 A 19980909
- US 92841097 A 19970912

Abstract (en)

[origin: EP1377001A2] An Internet Protocol Network Telephony call-routing system is disclosed comprising a routing-processor (223) adapted for receiving and forwarding calls and a router (342) associated with the routing processor (223) and having different selectable routing protocols associated with different levels of system condition or performance. A system monitor (352) determines system condition and performance, including system degradation and cause of degradation. The router (342) selects a routing protocol based on a change in system condition or performance to a new level, according to the appropriate protocols associated with the new level of system condition or performance, and on a basis of relative insusceptibility to the causes of system degradation. <IMAGE>

IPC 8 full level

H04M 3/51 (2006.01); **H04L 12/64** (2006.01); **H04L 29/06** (2006.01); **H04L 29/08** (2006.01); **H04M 3/00** (2006.01); **H04M 3/42** (2006.01); **H04M 3/523** (2006.01); **H04M 3/54** (2006.01); **H04M 3/58** (2006.01); **H04M 11/00** (2006.01); **H04Q 3/00** (2006.01); **H04Q 3/64** (2006.01); **H04Q 3/66** (2006.01); **H04M 3/12** (2006.01); **H04M 3/36** (2006.01); **H04M 3/56** (2006.01); **H04M 7/00** (2006.01); **H04M 7/12** (2006.01)

CPC (source: EP US)

H04L 12/64 (2013.01 - EP US); **H04L 65/1101** (2022.05 - US); **H04L 65/401** (2022.05 - EP US); **H04L 67/306** (2013.01 - EP US); **H04L 67/63** (2022.05 - EP US); **H04M 3/51** (2013.01 - EP US); **H04M 3/5191** (2013.01 - EP US); **H04M 3/523** (2013.01 - EP US); **H04M 3/5232** (2013.01 - EP US); **H04M 3/5233** (2013.01 - EP US); **H04M 3/5237** (2013.01 - EP US); **H04M 3/54** (2013.01 - EP US); **H04M 3/58** (2013.01 - EP US); **H04Q 3/0029** (2013.01 - EP US); **H04Q 3/0045** (2013.01 - EP US); **H04Q 3/64** (2013.01 - EP US); **H04Q 3/66** (2013.01 - EP US); **H04L 69/329** (2013.01 - EP US); **H04M 3/12** (2013.01 - EP US); **H04M 3/36** (2013.01 - EP US); **H04M 3/367** (2013.01 - EP US); **H04M 3/42323** (2013.01 - EP US); **H04M 3/5166** (2013.01 - EP US); **H04M 3/5183** (2013.01 - EP US); **H04M 3/5236** (2013.01 - EP US); **H04M 3/5238** (2013.01 - EP US); **H04M 3/56** (2013.01 - EP US); **H04M 7/00** (2013.01 - EP US); **H04M 7/006** (2013.01 - EP US); **H04M 7/12** (2013.01 - EP US); **H04M 2203/551** (2013.01 - EP US); **H04M 2207/12** (2013.01 - EP US); **H04Q 2213/13034** (2013.01 - EP US); **H04Q 2213/13072** (2013.01 - EP US); **H04Q 2213/13093** (2013.01 - EP US); **H04Q 2213/13103** (2013.01 - EP US); **H04Q 2213/13106** (2013.01 - EP US); **H04Q 2213/13141** (2013.01 - EP US); **H04Q 2213/13164** (2013.01 - EP US); **H04Q 2213/13174** (2013.01 - EP US); **H04Q 2213/13204** (2013.01 - EP US); **H04Q 2213/1322** (2013.01 - EP US); **H04Q 2213/13345** (2013.01 - EP US); **H04Q 2213/13349** (2013.01 - EP US); **H04Q 2213/13389** (2013.01 - EP US)

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USRE46438E; USRE46457E; US9854006B2; USRE46387E; USRE46521E; USRE46538E; US10218848B2

Designated contracting state (EPC)

AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE

DOCDB simple family (publication)

WO 9913635 A1 19990318; AT E316736 T1 20060215; AT E317621 T1 20060215; AT E318048 T1 20060315; AT E413059 T1 20081115; AU 735134 B2 20010628; AU 9479398 A 19990329; CA 2302680 A1 19990318; CA 2302680 C 20030729; DE 69833285 D1 20060413; DE 69833285 T2 20060914; DE 69833394 D1 20060420; DE 69833394 T2 20061012; DE 69833462 D1 20060420; DE 69833462 T2 20061012; DE 69840180 D1 20081211; EP 1013066 A1 20000628; EP 1013066 A4 20040728; EP 1326415 A2 20030709; EP 1326415 A3 20030903; EP 1326415 B1 20081029; EP 1357729 A1 20031029; EP 1357729 B1 20060208; EP 1359735 A1 20031105; EP 1359735 B1 20060125; EP 1377001 A2 20040102; EP 1377001 A3 20040512; EP 1377001 B1 20060215; ES 2255657 T3 20060701; ES 2256666 T3 20060716; ES 2257639 T3 20060801; JP 2001516993 A 20011002; US 2001038623 A1 20011108; US 2001043586 A1 20011122; US 5940497 A 19990817; US 5953332 A 19990914; US 5970065 A 19991019; US 6011792 A 20000104; US 6064667 A 20000516; US 6175563 B1 20010116; US 6289094 B1 20010911; US 6393018 B2 20020521; US 6449270 B1 20020910

DOCDB simple family (application)

US 9818989 W 19980909; AT 03008534 T 19980909; AT 03076826 T 19980909; AT 03077174 T 19980909; AT 03077712 T 19980909; AU 9479398 A 19980909; CA 2302680 A 19980909; DE 69833285 T 19980909; DE 69833394 T 19980909; DE 69833462 T 19980909; DE 69840180 T 19980909; EP 03008534 A 19980909; EP 03076826 A 19980909; EP 03077174 A 19980909; EP 03077712 A 19980909; EP 98948164 A 19980909; ES 03076826 T 19980909; ES 03077174 T 19980909; ES 03077712 T 19980909; JP 2000511299 A 19980909; US 57457900 A 20000517; US 92841097 A 19970912; US 94773797 A 19971009; US 94777497 A 19971009; US 94853097 A 19971009; US 94854097 A 19971010; US 94855497 A 19971010; US 94883797 A 19971010; US 94887597 A 19971010; US 94890297 A 19971010